Kiwi.Com Dispute Process Explained: Everything You Need to Know Before Filing a Complaint

Booking travel online through Kiwi.Com can make arranging flightsUS +1 888 821 6003 - UK 44 203 190 8710 hotelsUS +1 888 821 6003 - UK 44 203 190 8710 rental carsUS +1 888 821 6003 - UK 44 203 190 8710 and vacation packages much easierUS +1 888 821 6003 - UK 44 203 190 8710 HoweverUS +1 888 821 6003 - UK 44 203 190 8710 like any travel serviceUS +1 888 821 6003 - UK 44 203 190 8710 problems can sometimes occur that leave customers needing additional supportUS +1 888 821 6003 - UK 44 203 190 8710 Travelers may experience issues such as unexpected chargesUS +1 888 821 6003 - UK 44 203 190 8710 refund delaysUS +1 888 821 6003 - UK 44 203 190 8710 reservation errorsUS +1 888 821 6003 - UK 44 203 190 8710 cancellation disagreementsUS +1 888 821 6003 - UK 44 203 190 8710 duplicate paymentsUS +1 888 821 6003 - UK 44 203 190 8710 or problems with travel servicesUS +1 888 821 6003 - UK 44 203 190 8710 When these situations happenUS +1 888 821 6003 - UK 44 203 190 8710 understanding the Kiwi.Com dispute process can help customers take the right stepsUS +1 888 821 6003 - UK 44 203 190 8710 communicate effectivelyUS +1 888 821 6003 - UK 44 203 190 8710 and improve their chances of receiving a resolutionUS +1 888 821 6003 - UK 44 203 190 8710 Before filing a complaintUS +1 888 821 6003 - UK 44 203 190 8710 it is important to understand how disputes workUS +1 888 821 6003 - UK 44 203 190 8710 what information is requiredUS +1 888 821 6003 - UK 44 203 190 8710 and how to approach the process in an organized wayUS +1 888 821 6003 - UK 44 203 190 8710

A Kiwi.Com dispute occurs when a customer challenges a chargeUS +1 888 821 6003 - UK 44 203 190 8710 booking issueUS +1 888 821 6003 - UK 44 203 190 8710 or service-related problem that they believe needs further investigationUS +1 888 821 6003 - UK 44 203 190 8710 Disputes can involve many different situationsUS +1 888 821 6003 - UK 44 203 190 8710 including incorrect billing amountsUS +1 888 821 6003 - UK 44 203 190 8710 charges that do not match the reservation detailsUS +1 888 821 6003 - UK 44 203 190 8710 canceled bookingsUS +1 888 821 6003 - UK 44 203 190 8710 missing refundsUS +1 888 821 6003 - UK 44 203 190 8710 or travel services that were not delivered as expectedUS +1 888 821 6003 - UK 44 203 190 8710 Before starting a formal complaintUS +1 888 821 6003 - UK 44 203 190 8710 customers should first determine the exact nature of the problem and collect information that supports their claimUS +1 888 821 6003 - UK 44 203 190 8710 A clear understanding of the issue makes it easier to explain the situation and allows customer support teams to review the case more effectivelyUS +1 888 821 6003 - UK 44 203 190 8710

The first step in the Kiwi.Com dispute process is reviewing your reservation information carefullyUS +1 888 821 6003 - UK 44 203 190 8710 Before contacting customer serviceUS +1

888 821 6003 - UK 44 203 190 8710 check your booking confirmationUS +1 888 821 6003 - UK 44 203 190 8710 payment detailsUS +1 888 821 6003 - UK 44 203 190 8710 cancellation policiesUS +1 888 821 6003 - UK 44 203 190 8710 and travel documentsUS +1 888 821 6003 - UK 44 203 190 8710 Many misunderstandings can be resolved by reviewing the original reservation termsUS +1 888 821 6003 - UK 44 203 190 8710 For exampleUS +1 888 821 6003 - UK 44 203 190 8710 some hotel bookings may have specific cancellation rulesUS +1 888 821 6003 - UK 44 203 190 8710 some flight tickets may have restrictionsUS +1 888 821 6003 - UK 44 203 190 8710 and some rental car reservations may include additional feesUS +1 888 821 6003 - UK 44 203 190 8710 Understanding the terms connected to your booking helps you determine whether the issue is a mistakeUS +1 888 821 6003 - UK 44 203 190 8710 a policy disagreementUS +1 888 821 6003 - UK 44 203 190 8710 or a misunderstandingUS +1 888 821 6003 - UK 44 203 190 8710

Once you understand the problemUS +1 888 821 6003 - UK 44 203 190 8710 gather all documentation related to your Kiwi.Com reservationUS +1 888 821 6003 - UK 44 203 190 8710 Documentation is one of the most important parts of a successful dispute because it provides evidence supporting your complaintUS +1 888 821 6003 - UK 44 203 190 8710 Important documents may include your Kiwi.Com confirmation numberUS +1 888 821 6003 - UK 44 203 190 8710 booking receiptUS +1 888 821 6003 - UK 44 203 190 8710 payment recordsUS +1 888 821 6003 - UK 44 203 190 8710 travel datesUS +1 888 821 6003 - UK 44 203 190 8710 cancellation confirmationUS +1 888 821 6003 - UK 44 203 190 8710 refund detailsUS +1 888 821 6003 - UK 44 203 190 8710 screenshotsUS +1 888 821 6003 - UK 44 203 190 8710 and emails from Kiwi.Com or travel providersUS +1 888 821 6003 - UK 44 203 190 8710 If you have already contacted customer serviceUS +1 888 821 6003 - UK 44 203 190 8710 keep notes about your conversationsUS +1 888 821 6003 - UK 44 203 190 8710 including datesUS +1 888 821 6003 - UK 44 203 190 8710 timesUS +1 888 821 6003 - UK 44 203 190 8710 representative namesUS +1 888 821 6003 - UK 44 203 190 8710 and any case numbers providedUS +1 888 821 6003 - UK 44 203 190 8710 A complete record makes it easier for support teams to investigate your complaintUS +1 888 821 6003 - UK 44 203 190 8710

After collecting your informationUS +1 888 821 6003 - UK 44 203 190 8710 contact Kiwi.Com customer support and explain the problem clearlyUS +1 888 821 6003 - UK 44 203 190 8710 The first step is usually to attempt a direct resolution before moving to a formal escalationUS +1 888 821 6003 - UK 44 203 190 8710 When communicating with customer serviceUS +1 888 821 6003 - UK 44 203 190 8710 avoid general complaints and provide specific detailsUS +1 888 821 6003 - UK 44 203 190 8710 Explain what happenedUS +1 888 821 6003 - UK 44 203 190 8710 when the issue occurredUS +1 888 821 6003 - UK 44 203 190 8710 how it affects your reservationUS +1 888 821 6003 - UK 44 203 190 8710 and what solution you are requestingUS +1 888 821 6003 - UK 44 203 190 8710 For exampleUS +1 888 821 6003 - UK 44 203 190 8710 if you are disputing a chargeUS +1 888 821 6003 - UK 44 203 190 8710 explain why the amount appears incorrectUS +1 888 821 6003 - UK 44 203 190 8710 If you are requesting a refundUS +1 888 821 6003 - UK 44 203 190 8710 provide details about the cancellation and expected refund statusUS +1 888 821 6003 - UK 44 203 190 8710

Clear communication can significantly improve the dispute processUS +1 888 821 6003 - UK 44 203 190 8710 Customer service representatives need accurate information to understand your situation and determine what actions may be availableUS +1 888 821 6003 - UK 44 203 190 8710 A well-organized explanation should include the timeline of eventsUS +1 888 821 6003 - UK 44 203 190 8710 the actions you have already takenUS +1 888 821 6003 - UK 44 203 190 8710 and the outcome you wantUS +1 888 821 6003 - UK 44 203 190 8710 Instead of simply stating that you are unhappy with the serviceUS +1 888 821 6003 - UK 44 203 190 8710 describe the specific issue and provide supporting evidenceUS +1 888 821 6003 - UK 44 203 190 8710 This approach helps create a more productive conversation and allows representatives to focus on finding a possible solutionUS +1 888 821 6003 - UK 44 203 190 8710

If regular Kiwi.Com customer support does not resolve your problemUS +1 888 821 6003 - UK 44 203 190 8710 you may need to escalate your complaintUS +1 888 821 6003 - UK 44 203 190 8710 Escalation involves requesting additional review from a supervisorUS +1 888 821 6003 - UK 44 203 190 8710 senior representativeUS +1 888 821 6003 - UK 44 203 190 8710 or specialized support teamUS +1 888 821 6003 - UK 44 203 190 8710 When requesting escalationUS +1 888 821 6003 - UK 44 203 190 8710 explain that you have already attempted to resolve the issue and need further assistanceUS +1 888 821 6003 - UK 44 203 190 8710 Provide your case numberUS +1 888 821 6003 - UK 44 203 190 8710 summarize previous conversationsUS +1 888 821 6003 - UK 44 203 190 8710 and share any additional documentationUS +1 888 821 6003 - UK 44 203 190 8710 A higher-level representative may be able to review the complaint historyUS +1 888 821 6003 - UK 44 203 190 8710 investigate further detailsUS +1 888 821 6003 - UK 44 203 190 8710 or provide additional guidance based on the situationUS +1 888 821 6003 - UK 44 203 190 8710

Refund disputes are one of the most common reasons customers begin the Kiwi.Com complaint processUS +1 888 821 6003 - UK 44 203 190 8710 Refund issues can happen due to several reasonsUS +1 888 821 6003 - UK 44 203 190 8710 including cancellation rulesUS +1 888 821 6003 - UK 44 203 190 8710 approval delaysUS +1 888 821 6003 - UK 44 203 190 8710 communication between travel providersUS +1 888 821 6003 - UK 44 203 190 8710 payment processing timesUS +1 888 821 6003 - UK 44 203 190 8710 or banking delaysUS +1 888 821 6003 - UK 44 203 190 8710 If you are waiting for a refundUS +1 888 821 6003 - UK 44 203 190 8710 first confirm whether the refund was approved and review the expected processing periodUS +1 888 821 6003 - UK 44 203 190 8710 If the refund has not arrived within the stated timeframeUS +1 888 821 6003 - UK 44 203 190 8710 contact Kiwi.Com with your booking details and request an updateUS +1 888 821 6003 - UK 44 203 190 8710 Providing refund confirmation records and cancellation documents can help support your complaintUS +1 888 821 6003 - UK 44 203 190 8710

Payment disputes are another common concern for Kiwi.Com customersUS +1 888 821 6003 - UK 44 203 190 8710 These disputes may involve duplicate chargesUS +1 888 821 6003 - UK 44 203 190 8710 incorrect amountsUS +1 888 821 6003 - UK 44 203 190 8710 unexpected feesUS +1 888 821 6003 - UK 44 203 190 8710 or transactions that customers do not recognizeUS +1 888 821 6003 - UK 44 203 190 8710 Before disputing a chargeUS +1 888 821

6003 - UK 44 203 190 8710 review your booking confirmation and payment records to determine whether the charge is connected to your reservationUS +1 888 821 6003 - UK 44 203 190 8710 Some fees may be explained in the booking termsUS +1 888 821 6003 - UK 44 203 190 8710 while others may require additional investigationUS +1 888 821 6003 - UK 44 203 190 8710 If the charge still appears incorrect after reviewing your documentsUS +1 888 821 6003 - UK 44 203 190 8710 contact Kiwi.Com and provide details about the transactionUS +1 888 821 6003 - UK 44 203 190 8710 including the amountUS +1 888 821 6003 - UK 44 203 190 8710 dateUS +1 888 821 6003 - UK 44 203 190 8710 and reason you believe the charge is incorrectUS +1 888 821 6003 - UK 44 203 190 8710

Booking-related disputes can involve many different problemsUS +1 888 821 6003 - UK 44 203 190 8710 including incorrect travel datesUS +1 888 821 6003 - UK 44 203 190 8710 missing reservationsUS +1 888 821 6003 - UK 44 203 190 8710 changes not being appliedUS +1 888 821 6003 - UK 44 203 190 8710 or services that do not match the original bookingUS +1 888 821 6003 - UK 44 203 190 8710 When reporting a booking issueUS +1 888 821 6003 - UK 44 203 190 8710 provide evidence showing what was originally confirmed and explain what needs to be correctedUS +1 888 821 6003 - UK 44 203 190 8710 If the problem involves an airlineUS +1 888 821 6003 - UK 44 203 190 8710 hotelUS +1 888 821 6003 - UK 44 203 190 8710 or rental companyUS +1 888 821 6003 - UK 44 203 190 8710 remember that some decisions may depend on the policies of those providersUS +1 888 821 6003 - UK 44 203 190 8710 Kiwi.Com may need to communicate with the travel provider before providing a final resolutionUS +1 888 821 6003 - UK 44 203 190 8710

Keeping a detailed record throughout the dispute process is essentialUS +1 888 821 6003 - UK 44 203 190 8710 Create a timeline of every interaction related to your complaintUS +1 888 821 6003 - UK 44 203 190 8710 Include when you contacted Kiwi.ComUS +1 888 821 6003 - UK 44 203 190 8710 what information was providedUS +1 888 821 6003 - UK 44 203 190 8710 what responses you receivedUS +1 888 821 6003 - UK 44 203 190 8710 and what next steps were discussedUS +1 888 821 6003 - UK 44 203 190 8710 Save all emailsUS +1 888 821 6003 - UK 44 203 190 8710 chat messagesUS +1 888 821 6003 - UK 44 203 190 8710 receiptsUS +1 888 821 6003 - UK 44 203 190 8710 screenshotsUS +1 888 821 6003 - UK 44 203 190 8710 and confirmation numbersUS +1 888 821 6003 - UK 44 203 190 8710 These records are especially useful if your complaint is transferred between departments or reviewed by different representativesUS +1 888 821 6003 - UK 44 203 190 8710 A complete history helps ensure that your case is evaluated based on accurate informationUS +1 888 821 6003 - UK 44 203 190 8710

When filing or escalating a Kiwi.Com complaintUS +1 888 821 6003 - UK 44 203 190 8710 it is important to clearly explain the resolution you are seekingUS +1 888 821 6003 - UK 44 203 190 8710 A specific request gives customer support teams a better understanding of your expectationsUS +1 888 821 6003 - UK 44 203 190 8710 Depending on your situationUS +1 888 821 6003 - UK 44 203 190 8710 you may request a refund reviewUS +1 888 821 6003 - UK 44 203 190 8710 correction of booking detailsUS +1 888 821 6003 - UK 44 203 190 8710 explanation of chargesUS +1 888 821 6003 - UK 44 203 190 8710 cancellation assistanceUS +1 888 821 6003 - UK 44 203 190 8710 or further investigationUS +1 888 821 6003 - UK 44

203 190 8710 Avoid unclear requests because they may require additional communication before the support team understands what outcome you wantUS +1 888 821 6003 - UK 44 203 190 8710

Travelers should also understand that some Kiwi.Com disputes may take longer because multiple companies are involvedUS +1 888 821 6003 - UK 44 203 190 8710 Kiwi.Com works with airlinesUS +1 888 821 6003 - UK 44 203 190 8710 hotelsUS +1 888 821 6003 - UK 44 203 190 8710 rental car companiesUS +1 888 821 6003 - UK 44 203 190 8710 and other travel partnersUS +1 888 821 6003 - UK 44 203 190 8710 and each provider may have its own policies and proceduresUS +1 888 821 6003 - UK 44 203 190 8710 For exampleUS +1 888 821 6003 - UK 44 203 190 8710 an airline may control flight-related decisionsUS +1 888 821 6003 - UK 44 203 190 8710 while a hotel may control cancellation policiesUS +1 888 821 6003 - UK 44 203 190 8710 These situations may require additional coordination before a final answer can be providedUS +1 888 821 6003 - UK 44 203 190 8710 Patience and proper follow-up are important during these casesUS +1 888 821 6003 - UK 44 203 190 8710

Following up correctly is another key part of the dispute processUS +1 888 821 6003 - UK 44 203 190 8710 If you receive a case numberUS +1 888 821 6003 - UK 44 203 190 8710 use that same reference when contacting Kiwi.Com againUS +1 888 821 6003 - UK 44 203 190 8710 Avoid creating multiple complaints for the same issue because duplicate requests can make tracking your case more difficultUS +1 888 821 6003 - UK 44 203 190 8710 When following upUS +1 888 821 6003 - UK 44 203 190 8710 provide a brief summary of your complaintUS +1 888 821 6003 - UK 44 203 190 8710 mention previous communicationUS +1 888 821 6003 - UK 44 203 190 8710 and ask whether any additional information is neededUS +1 888 821 6003 - UK 44 203 190 8710 Organized follow-up helps keep your complaint active and ensures that important details are not lostUS +1 888 821 6003 - UK 44 203 190 8710

There are several mistakes customers should avoid when filing a Kiwi.Com disputeUS +1 888 821 6003 - UK 44 203 190 8710 One common mistake is contacting support without collecting important documents firstUS +1 888 821 6003 - UK 44 203 190 8710 Another is failing to review booking terms and cancellation policies before making a complaintUS +1 888 821 6003 - UK 44 203 190 8710 Customers should also avoid providing inconsistent information during different conversationsUS +1 888 821 6003 - UK 44 203 190 8710 as this can create confusion and slow down the investigationUS +1 888 821 6003 - UK 44 203 190 8710 Staying organizedUS +1 888 821 6003 - UK 44 203 190 8710 professionalUS +1 888 821 6003 - UK 44 203 190 8710 and consistent can help make the dispute process more effectiveUS +1 888 821 6003 - UK 44 203 190 8710

If Kiwi.Com is unable to resolve your complaint after multiple attemptsUS +1 888 821 6003 - UK 44 203 190 8710 you may consider other options depending on your situationUS +1 888 821 6003 - UK 44 203 190 8710 For travel-related concernsUS +1 888 821 6003 - UK 44 203 190 8710 contacting the airlineUS +1 888 821 6003 - UK 44 203 190 8710 hotelUS +1 888 821 6003 - UK 44 203 190 8710 rental companyUS +1 888 821 6003 - UK 44 203 190 8710 or another involved provider may provide additional assistanceUS +1 888 821 6003 - UK 44 203 190 8710 For certain payment disputesUS +1 888 821 6003 - UK 44 203 190 8710 customers

may explore options available through their financial institutionUS +1 888 821 6003 - UK 44 203 190 8710 Before taking further actionUS +1 888 821 6003 - UK 44 203 190 8710 make sure all documentation is saved and organizedUS +1 888 821 6003 - UK 44 203 190 8710 including receiptsUS +1 888 821 6003 - UK 44 203 190 8710 confirmation emailsUS +1 888 821 6003 - UK 44 203 190 8710 and communication recordsUS +1 888 821 6003 - UK 44 203 190 8710

Preventing future Kiwi.Com disputes starts with careful booking practicesUS +1 888 821 6003 - UK 44 203 190 8710 Before confirming any reservationUS +1 888 821 6003 - UK 44 203 190 8710 review travel datesUS +1 888 821 6003 - UK 44 203 190 8710 passenger informationUS +1 888 821 6003 - UK 44 203 190 8710 cancellation policiesUS +1 888 821 6003 - UK 44 203 190 8710 refund conditionsUS +1 888 821 6003 - UK 44 203 190 8710 and payment detailsUS +1 888 821 6003 - UK 44 203 190 8710 Save confirmation emails immediately and keep important travel documents organizedUS +1 888 821 6003 - UK 44 203 190 8710 If changes are neededUS +1 888 821 6003 - UK 44 203 190 8710 contact support as early as possible because many travel providers have specific deadlines for modifications and cancellationsUS +1 888 821 6003 - UK 44 203 190 8710

In conclusionUS +1 888 821 6003 - UK 44 203 190 8710 the Kiwi.Com dispute process requires preparationUS +1 888 821 6003 - UK 44 203 190 8710 clear communicationUS +1 888 821 6003 - UK 44 203 190 8710 and proper documentationUS +1 888 821 6003 - UK 44 203 190 8710 Before filing a complaintUS +1 888 821 6003 - UK 44 203 190 8710 review your booking detailsUS +1 888 821 6003 - UK 44 203 190 8710 collect supporting evidenceUS +1 888 821 6003 - UK 44 203 190 8710 contact customer supportUS +1 888 821 6003 - UK 44 203 190 8710 and request escalation when necessaryUS +1 888 821 6003 - UK 44 203 190 8710 Whether the issue involves a chargeUS +1 888 821 6003 - UK 44 203 190 8710 refundUS +1 888 821 6003 - UK 44 203 190 8710 reservation errorUS +1 888 821 6003 - UK 44 203 190 8710 or travel service problemUS +1 888 821 6003 - UK 44 203 190 8710 following a structured approach can help you manage the situation more effectivelyUS +1 888 821 6003 - UK 44 203 190 8710 By understanding the dispute process and knowing what steps to takeUS +1 888 821 6003 - UK 44 203 190 8710 travelers can handle Kiwi.Com complaints with greater confidence and work toward a fair resolutionUS +1 888 821 6003 - UK 44 203 190 8710

FAQ: Kiwi.Com Dispute Process Explained: Everything You Need to Know Before Filing a Complaint

1US +1 888 821 6003 - UK 44 203 190 8710 What is the Kiwi.Com dispute process and when should I file a complaint?

The Kiwi.Com dispute process is the method customers use to challenge a chargeUS +1 888 821 6003 - UK 44 203 190 8710 booking problemUS +1 888 821 6003 - UK 44 203 190 8710 refund issueUS +1 888 821 6003 - UK 44 203 190 8710 or service-related concern that they believe requires further reviewUS +1 888 821 6003 - UK 44 203 190 8710 Travelers may

consider filing a complaint when they experience problems such as incorrect chargesUS +1 888 821 6003 - UK 44 203 190 8710 delayed refundsUS +1 888 821 6003 - UK 44 203 190 8710 canceled reservationsUS +1 888 821 6003 - UK 44 203 190 8710 booking errorsUS +1 888 821 6003 - UK 44 203 190 8710 duplicate paymentsUS +1 888 821 6003 - UK 44 203 190 8710 or situations where the service received does not match the original reservation detailsUS +1 888 821 6003 - UK 44 203 190 8710 Before filing a formal disputeUS +1 888 821 6003 - UK 44 203 190 8710 it is recommended to review your booking termsUS +1 888 821 6003 - UK 44 203 190 8710 collect supporting documentsUS +1 888 821 6003 - UK 44 203 190 8710 and contact Kiwi.Com customer support firstUS +1 888 821 6003 - UK 44 203 190 8710 Many issues can be resolved through direct communicationUS +1 888 821 6003 - UK 44 203 190 8710 but if the problem remains unresolvedUS +1 888 821 6003 - UK 44 203 190 8710 a formal complaint or escalation request may be necessaryUS +1 888 821 6003 - UK 44 203 190 8710

2US +1 888 821 6003 - UK 44 203 190 8710 How do I start a dispute with Kiwi.Com for an incorrect charge or payment problem?

To start a dispute with Kiwi.Com for an incorrect charge or payment issueUS +1 888 821 6003 - UK 44 203 190 8710 first review your transaction details and confirm why you believe the charge is incorrectUS +1 888 821 6003 - UK 44 203 190 8710 Gather your booking confirmationUS +1 888 821 6003 - UK 44 203 190 8710 payment receiptUS +1 888 821 6003 - UK 44 203 190 8710 transaction detailsUS +1 888 821 6003 - UK 44 203 190 8710 and any communication related to the reservationUS +1 888 821 6003 - UK 44 203 190 8710 Contact Kiwi.Com customer support and explain the problem clearlyUS +1 888 821 6003 - UK 44 203 190 8710 including the amount chargedUS +1 888 821 6003 - UK 44 203 190 8710 the date of the transactionUS +1 888 821 6003 - UK 44 203 190 8710 and why it does not match your understanding of the bookingUS +1 888 821 6003 - UK 44 203 190 8710 If customer support cannot resolve the issueUS +1 888 821 6003 - UK 44 203 190 8710 request that your case be reviewed by a supervisor or higher-level support teamUS +1 888 821 6003 - UK 44 203 190 8710 Providing detailed evidence and a clear explanation can help the dispute process move forward more effectivelyUS +1 888 821 6003 - UK 44 203 190 8710

3US +1 888 821 6003 - UK 44 203 190 8710 What documents do I need before filing a Kiwi.Com complaint?

Before filing a Kiwi.Com complaintUS +1 888 821 6003 - UK 44 203 190 8710 you should collect all documents connected to your reservation and disputeUS +1 888 821 6003 - UK 44 203 190 8710 Important information includes your Kiwi.Com confirmation numberUS +1 888 821 6003 - UK 44 203 190 8710 itinerary detailsUS +1 888 821 6003 - UK 44 203 190 8710 payment recordsUS +1 888 821 6003 - UK 44 203 190 8710 travel datesUS +1 888 821 6003 -

UK 44 203 190 8710 cancellation confirmationUS +1 888 821 6003 - UK 44 203 190 8710 refund informationUS +1 888 821 6003 - UK 44 203 190 8710 screenshotsUS +1 888 821 6003 - UK 44 203 190 8710 and emails from Kiwi.Com or travel providersUS +1 888 821 6003 - UK 44 203 190 8710 If you have previously contacted customer supportUS +1 888 821 6003 - UK 44 203 190 8710 keep records of conversationsUS +1 888 821 6003 - UK 44 203 190 8710 including datesUS +1 888 821 6003 - UK 44 203 190 8710 timesUS +1 888 821 6003 - UK 44 203 190 8710 representative namesUS +1 888 821 6003 - UK 44 203 190 8710 and case numbersUS +1 888 821 6003 - UK 44 203 190 8710 These documents help verify your claim and provide a complete timeline of eventsUS +1 888 821 6003 - UK 44 203 190 8710 A well-documented complaint allows customer service teams to review your situation more accurately and reduces delays caused by missing informationUS +1 888 821 6003 - UK 44 203 190 8710

4US +1 888 821 6003 - UK 44 203 190 8710 How can I dispute a Kiwi.Com refund delay after canceling my reservation?

If your Kiwi.Com refund has not arrived after canceling a reservationUS +1 888 821 6003 - UK 44 203 190 8710 begin by reviewing the cancellation confirmation and refund policy associated with your bookingUS +1 888 821 6003 - UK 44 203 190 8710 Check whether the refund was approved and whether the expected processing period has passedUS +1 888 821 6003 - UK 44 203 190 8710 If the refund is delayedUS +1 888 821 6003 - UK 44 203 190 8710 contact Kiwi.Com customer support and provide your booking detailsUS +1 888 821 6003 - UK 44 203 190 8710 cancellation informationUS +1 888 821 6003 - UK 44 203 190 8710 and refund confirmation recordsUS +1 888 821 6003 - UK 44 203 190 8710 Explain that the issue remains unresolved and request an update or additional reviewUS +1 888 821 6003 - UK 44 203 190 8710 Refund delays may involve airlinesUS +1 888 821 6003 - UK 44 203 190 8710 hotelsUS +1 888 821 6003 - UK 44 203 190 8710 rental companiesUS +1 888 821 6003 - UK 44 203 190 8710 payment processorsUS +1 888 821 6003 - UK 44 203 190 8710 or banksUS +1 888 821 6003 - UK 44 203 190 8710 so providing complete documentation can help identify where the delay is occurring and what steps are needed to complete the refundUS +1 888 821 6003 - UK 44 203 190 8710

5US +1 888 821 6003 - UK 44 203 190 8710 Can I dispute a Kiwi.Com booking issue if my reservation information is incorrect?

YesUS +1 888 821 6003 - UK 44 203 190 8710 customers can raise a complaint if their Kiwi.Com reservation information is incorrect or does not match the original booking confirmationUS +1 888 821 6003 - UK 44 203 190 8710 Common booking disputes include incorrect travel datesUS +1 888 821 6003 - UK 44 203 190 8710 missing reservationsUS +1 888 821 6003 - UK 44 203 190 8710 wrong passenger informationUS +1 888 821 6003 - UK 44

203 190 8710 hotel booking errorsUS +1 888 821 6003 - UK 44 203 190 8710 flight problemsUS +1 888 821 6003 - UK 44 203 190 8710 or rental car issuesUS +1 888 821 6003 - UK 44 203 190 8710 Start by reviewing your confirmation documents and identifying the exact information that needs correctionUS +1 888 821 6003 - UK 44 203 190 8710 Contact Kiwi.Com support with proof of the original reservation details and explain the correction you needUS +1 888 821 6003 - UK 44 203 190 8710 If the issue cannot be solved through regular supportUS +1 888 821 6003 - UK 44 203 190 8710 request escalation so that a supervisor or specialized team can review the case furtherUS +1 888 821 6003 - UK 44 203 190 8710

6US +1 888 821 6003 - UK 44 203 190 8710 How do I escalate a Kiwi.Com complaint if customer support does not solve my problem?

If Kiwi.Com customer support does not resolve your issueUS +1 888 821 6003 - UK 44 203 190 8710 you can request escalation by asking for your complaint to be reviewed by a supervisor or senior support representativeUS +1 888 821 6003 - UK 44 203 190 8710 Explain that you have already attempted to resolve the matter and need additional assistanceUS +1 888 821 6003 - UK 44 203 190 8710 Provide your case numberUS +1 888 821 6003 - UK 44 203 190 8710 summarize previous conversationsUS +1 888 821 6003 - UK 44 203 190 8710 and share any supporting documents that may help with the investigationUS +1 888 821 6003 - UK 44 203 190 8710 A supervisor may review the history of your complaintUS +1 888 821 6003 - UK 44 203 190 8710 check reservation detailsUS +1 888 821 6003 - UK 44 203 190 8710 and explain additional optionsUS +1 888 821 6003 - UK 44 203 190 8710 Staying politeUS +1 888 821 6003 - UK 44 203 190 8710 organizedUS +1 888 821 6003 - UK 44 203 190 8710 and specific about the resolution you want can make the escalation process more effectiveUS +1 888 821 6003 - UK 44 203 190 8710

7US +1 888 821 6003 - UK 44 203 190 8710 What happens if my Kiwi.Com dispute involves an airlineUS +1 888 821 6003 - UK 44 203 190 8710 hotelUS +1 888 821 6003 - UK 44 203 190 8710 or rental company?

When a Kiwi.Com dispute involves an airlineUS +1 888 821 6003 - UK 44 203 190 8710 hotelUS +1 888 821 6003 - UK 44 203 190 8710 or rental companyUS +1 888 821 6003 - UK 44 203 190 8710 the resolution process may require coordination with the third-party providerUS +1 888 821 6003 - UK 44 203 190 8710 Some decisions are controlled by these companiesUS +1 888 821 6003 - UK 44 203 190 8710 such as airline refund rulesUS +1 888 821 6003 - UK 44 203 190 8710 hotel cancellation policiesUS +1 888 821 6003 - UK 44 203 190 8710 flight changesUS +1 888 821 6003 - UK 44 203 190 8710 or rental car conditionsUS +1 888 821 6003 - UK 44 203 190 8710 Kiwi.Com may need to communicate with the provider before offering a final answerUS +1 888 821 6003 - UK 44 203 190 8710 Customers should keep records of communication with both Kiwi.Com and the travel providerUS +1 888 821 6003

- UK 44 203 190 8710 including confirmation numbersUS +1 888 821 6003 - UK 44 203 190 8710 emailsUS +1 888 821 6003 - UK 44 203 190 8710 receiptsUS +1 888 821 6003 - UK 44 203 190 8710 and updatesUS +1 888 821 6003 - UK 44 203 190 8710 Having complete documentation can help support your complaint and make the review process easierUS +1 888 821 6003 - UK 44 203 190 8710

8US +1 888 821 6003 - UK 44 203 190 8710 How can I increase my chances of successfully resolving a Kiwi.Com dispute?

To increase the chances of resolving a Kiwi.Com disputeUS +1 888 821 6003 - UK 44 203 190 8710 provide a clear explanationUS +1 888 821 6003 - UK 44 203 190 8710 accurate informationUS +1 888 821 6003 - UK 44 203 190 8710 and complete supporting evidenceUS +1 888 821 6003 - UK 44 203 190 8710 Start by describing the problem in chronological orderUS +1 888 821 6003 - UK 44 203 190 8710 including when the booking was madeUS +1 888 821 6003 - UK 44 203 190 8710 what issue occurredUS +1 888 821 6003 - UK 44 203 190 8710 and what steps you have already takenUS +1 888 821 6003 - UK 44 203 190 8710 Clearly explain the solution you are requestingUS +1 888 821 6003 - UK 44 203 190 8710 whether it is a refund reviewUS +1 888 821 6003 - UK 44 203 190 8710 charge explanationUS +1 888 821 6003 - UK 44 203 190 8710 booking correctionUS +1 888 821 6003 - UK 44 203 190 8710 or additional investigationUS +1 888 821 6003 - UK 44 203 190 8710 Avoid emotional or unclear complaints and focus on the factsUS +1 888 821 6003 - UK 44 203 190 8710 Respond quickly to requests for additional information and keep all communication connected to the same complaint or case numberUS +1 888 821 6003 - UK 44 203 190 8710

9US +1 888 821 6003 - UK 44 203 190 8710 What mistakes should I avoid when filing a Kiwi.Com dispute?

When filing a Kiwi.Com disputeUS +1 888 821 6003 - UK 44 203 190 8710 avoid mistakes that could delay the resolution processUS +1 888 821 6003 - UK 44 203 190 8710 Do not submit a complaint without your booking detailsUS +1 888 821 6003 - UK 44 203 190 8710 payment recordsUS +1 888 821 6003 - UK 44 203 190 8710 or supporting documentsUS +1 888 821 6003 - UK 44 203 190 8710 Avoid opening multiple disputes for the same issue because duplicate requests can make it harder for support teams to track your complaint historyUS +1 888 821 6003 - UK 44 203 190 8710 Do not provide conflicting explanations during different conversationsUS +1 888 821 6003 - UK 44 203 190 8710 as inconsistent information may create confusionUS +1 888 821 6003 - UK 44 203 190 8710 It is also important to review your reservation terms and cancellation policies before filing a complaintUS +1 888 821 6003 - UK 44 203 190 8710 Staying organized and providing accurate details can help your dispute receive proper attentionUS +1 888 821 6003 - UK 44 203 190 8710

10US +1 888 821 6003 - UK 44 203 190 8710 What should I do if Kiwi.Com does not resolve my complaint after the dispute process?

If Kiwi.Com does not resolve your complaint after completing the dispute processUS +1 888 821 6003 - UK 44 203 190 8710 review the options available based on your specific situationUS +1 888 821 6003 - UK 44 203 190 8710 Depending on the issueUS +1 888 821 6003 - UK 44 203 190 8710 you may need to contact the airlineUS +1 888 821 6003 - UK 44 203 190 8710 hotelUS +1 888 821 6003 - UK 44 203 190 8710 rental companyUS +1 888 821 6003 - UK 44 203 190 8710 or another provider involved in your reservationUS +1 888 821 6003 - UK 44 203 190 8710 For certain payment-related concernsUS +1 888 821 6003 - UK 44 203 190 8710 you may also discuss available options with your financial institutionUS +1 888 821 6003 - UK 44 203 190 8710 Before taking further actionUS +1 888 821 6003 - UK 44 203 190 8710 save all important recordsUS +1 888 821 6003 - UK 44 203 190 8710 including booking confirmationsUS +1 888 821 6003 - UK 44 203 190 8710 receiptsUS +1 888 821 6003 - UK 44 203 190 8710 emailsUS +1 888 821 6003 - UK 44 203 190 8710 screenshotsUS +1 888 821 6003 - UK 44 203 190 8710 and case numbersUS +1 888 821 6003 - UK 44 203 190 8710 A complete record of your complaint and previous attempts to resolve the issue can help support your position during any additional review or dispute processUS +1 888 821 6003 - UK 44 203 190 8710